

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Salerno Plastic Film and Bags (USA) Inc.

New York Manufacturing Extension Partnership

#### Salerno Plastics Improves Shipping Process with Kaizen

##### Client Profile:

Salerno Plastics, located in Plattsburgh, New York manufactures plastic films and standard and custom bags for a variety of customers. Salerno has served the horticulture, salt, chemical, and insulation packaging markets for more than 40 years and currently employs 125 people.

##### Situation:

Salerno was experiencing a large number of customer complaints which management felt were related to their shipping process. Salerno asked the Council for International Trade, Technology, Education and Communication (CITEC), the New York Manufacturing Extension Partnership (NYMEP), a NIST MEP network affiliate, regional center for New York's North Country, to help identify the root causes of the complaints and identify solutions which would dramatically reduce the number of complaints.

##### Solution:

CITEC facilitated a Kaizen event with two teams of Salerno employees. One team mapped out the shipping process to identify opportunities for improvement which would reduce complaints. The other team conducted a detailed root cause analysis of packaging issues and developed corrective actions that would address the underlying causes of customer complaints. Salerno then implemented the recommended process changes and corrective actions proposed by the teams.

##### Results:

- \* Realized \$150,000 in cost savings.
- \* Reduced customer complaints by 80 percent.

##### Testimonial:

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